

Public Input to the FCC
Telecommunications Relay Service Docket CG 03-123
September 14, 2006

Hello. I'm Travis Clevenger. I would like to mention a few things. First, one common problem and I've discussed this with my friends is how do you get a hold of someone for an emergency call, how can I contact 9-1-1? Can I go through my pager, through a videophone? No. Today almost none of us have TTYs anymore, so what would we do?

Second, as some have already mentioned, some shows are captioned, some are not. Often there is a lag in the captioning so that there is quite a delay between what's spoken and the captions that are appearing. I just get lost! This is especially bad with the news.

The next issue is with VRS service. The quality of the interpreters on the VRS, sometimes I have to try to lip read them to make sure they're understanding me. Sometimes I have to stop them because they are not interpreting correctly what I'm saying. These companies who hire interpreters for VRS need to improve the quality of the interpreters.

In terms of waiting time, it has been reduced, but it needs to be reduced even further. Sometimes I have waited as long as 10 minutes or more and some of these calls are very important, such as business calls for work purposes. Sometimes I have to wait 10 or even 20 minutes, and it just makes us look bad.

Thank you.

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